

VOLUNTEER

MANUAL

CHILD DEVELOPMENT CENTRE

Volunteer Manual

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BACKGROUND

1.0 PURPOSE:

Overview of volunteer program within the Child Development Centre.

Volunteers have been involved in almost every area of activity since the Child Development Centre's inception in 1968. Traditionally the Child Development Centre has attracted people with a range of backgrounds and skills, a shared commitment to children with special needs.

The Child Development Centre's volunteer program brings substantial benefit to:

- Our members by providing them with an opportunity for direct involvement in the day to day running of the Child Development Centre;
- Our organization by bringing specialist advice and skills into the organization and through the provision of additional human resources to particular programs;

The contribution of volunteers remains vital to the Child Development Centre's operations. The Child Development Centre recognizes and values the nature of the relationship between organization and individual volunteer and is committed to providing a volunteer program which both:

- Supports the Child Development Centre's work; and
- Meets the expectations and needs of individual volunteers

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GENERAL PRINCIPLES

1.0 PURPOSE:

To outline the principles of volunteering.

2.0 POLICY:

The Child Development Centre adheres to the following principles of volunteering:

3.0 PROCEDURE:

- Volunteering benefits the community and the volunteer.
- Volunteering is always a matter of choice.
- Volunteering is an activity that is unpaid and not undertaken for the receipt of salary, pension, government allowance or honorarium.
- Volunteering is a legitimate way in which people can participate in the activities of their community.
- Volunteering is a vehicle for individuals to address certain needs.
- Volunteering is an activity performed in the not for profit sector.
- Volunteering respects the rights, dignity and culture of others.
- Volunteering promotes human rights and equality.

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PHILOSOPHY

1.0 PURPOSE:

The Child Development Centre values the contribution made by volunteers and seeks to recognize that.

2.0 POLICY:

The Child Development Centre values the contribution made by volunteers and seeks to recognize that by:

3.0 PROCEDURE:

- Acknowledging that the relationship between volunteers and CDC is a reciprocal one;
- Acknowledging that volunteers exercise free choice in committing to CDC
- Acknowledging that volunteers are of equal status and deserve the same treatment and respect as paid employees, and that CDC can expect the same standards of its volunteers as it expects of its paid employees;
- Ensuring volunteers are not used to replace paid staff positions and only carry out work that they have agreed to;
- Stating and acknowledging the contributions of volunteers in CDC documentation and recording hours worked;
- Providing an opportunity for the development of skills and experience
- Providing support in the form of clear policy guidelines, training, recognition and support, and the provision of references if required.

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PURPOSE

1.0 PURPOSE:

To detail the purpose of the volunteer program.

2.0 POLICY:

The purpose of the volunteer program within the Child Development Centre is:

3.0 PROCEDURE:

- Recruit and maintain a committed group of volunteers who assist the work of the Child Development Centre;
- Attempt to provide volunteers with the level of responsibilities and involvement that meet their expectations; and
- Help CDC achieve its goals

RECRUITMENT

1.0 PURPOSE:

To detail the recruitment procedure for volunteers.

Our recruitment policy is driven by our purpose, which is to fulfill the needs of our organization and the expectations of our volunteers.

CDC applies the principles of equal opportunity to its recruitment processes and will not withhold a volunteer job on the basis of race, age, gender or religion.

2.0 PROCEDURE:

1. All prospective volunteers are to be interviewed by the Volunteer Coordinator prior to placement. The area of work and level of involvement will be arranged on an individual basis at time of interview.
2. Prospective volunteers are matched for their suitability to existing position descriptions. The selection criterion for each position depends upon the particular skills needed to fulfill the duties of that position. Commitment to the goals, values, policies and procedures of CDC will be looked upon favorably as will the ability to work as part of the team and the acceptance of the relevant roles and responsibilities.

Refer to Volunteers / Practicum Students Policy (Administration)

POSITION DESCRIPTIONS

1.0 PURPOSE:

Child Development Centre will meet with prospective volunteers to determine their particular skills, interest and expectations and how they might complement CDC's needs.

2.0 PROCEDURE:

There is no such thing as a typical CDC volunteer or job description. Our policy is to meet with prospective volunteers to determine their particular skills, interests and expectations. In the process we are also assessing how they might complement CDC's needs. If there is a match, volunteers are assigned to a member of staff who then becomes responsible for their day-to-day supervision.

All staff must fill out a Volunteer Request form before a volunteer can be assigned to them. This must include:

- The staff member's department
- Their role
- Information pertaining to the relevance and the need of the volunteer position;
- A list of basic tasks involved
- Desirable skills required to carry out the position
- Duration of position and time commitment
- Name of supervisor

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The Child Development Centre: Volunteer Application

Name
Address
Phone number

What hours are you available?

Why do you want to volunteer at the Child Development Centre?

How did you hear of the Child Development Centre?

Do you have any other skills and knowledge to offer the Child Development Centre as a volunteer?

Would you be interested in volunteering for special events such as bingo, mall events, silly boat or any other events the Child Development Centre may put on?

Criminal record check completed?

Yes	No	Date
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Statement of confidentiality completed?

Yes	No	Date
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Please list References

Please list past Volunteer Experience

REGISTRATION

1.0 PURPOSE:

All volunteers will meet with the Volunteer Coordinator to discuss their interest in volunteering and to complete a Volunteer Application form. The purpose of this meeting is as follows:

2.0 PROCEDURE:

1. Determine what brought them to CDC;
2. Discuss any particular expectations regarding volunteering;
3. Get to know them i.e.: their background, what they are doing now;
4. Determine their availability;
5. Update them on CDC and its work by running through background of CDC and current campaign priorities;
6. Talk about expected commitment from volunteers;
7. Ask about any special needs or limitations CDC ought to be aware of;
8. Discuss their suitability for CDC and CDC's suitability for them; and
9. Make them aware of current volunteer vacancies.

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REFERENCE CHECKS / CRIMINAL RECORD CHECKS

1.0 PURPOSE:

The Volunteer Coordinator may ask for work or character references before further placement at the Child Development Centre.

2.0 PROCEDURE:

REFERENCE CHECKS:

1. If the Volunteer Coordinator deems it appropriate, the volunteer may be asked for work or character reference before further placement at CDC.

CRIMINAL RECORD CHECKS:

1. Volunteers must provide the Child Development Centre with a Criminal Record Check prior to placement. They are available at the RCMP office on Prideaux in downtown Nanaimo for a \$20.00 fee. The volunteer covers the cost of this.

Refer to Personnel Policy: Criminal Record Checks

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CONFIDENTIALITY of VOLUNTEER FILES

1.0 PURPOSE:

All volunteer's personal information will be treated with confidentiality.

2.0 PROCEDURE:

1. Resumes, criminal records checks and registration forms will be kept in a locked/secure office.

NOTE: Refer to Confidentiality of Client Information Policy and Confidentiality: Statement of Understanding

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ACCESS AND RELEASE OF CLIENT INFORMATION

1.0 PURPOSE:

To ensure client information is accessed in an efficient and confidential manner.

2.0 POLICY:

The following procedures will be adhered to in regard to client information to ensure confidentiality of the client.

3.0 PROCEDURES:

1. Client information is defined as written, verbal, audio-visual, photographic and electronic data.
2. The principle of “need to know” will guide all service providers in judging who will have access to information about children and their families and how much information about a child and/or their family will be shared.
3. Client information is accessed and released only with the informed consent of the parent or legal guardian or where authorization for access or release of information is provided by legislation, eg: Court Order or legislation.
4. Informed consent implies that the person giving consent has received a complete explanation of the intent of the document.
5. Any Centre consent forms signed on admission or while receiving service from the Centre is valid for one year and is not valid following the discharge of the client and closing of the client’s file. A new consent from the parent or legal guardian to release information is required annually and after discharge.
6. Centre staff who are directly involved in providing service to clients will have access to client information with the implied consent of the parent or legal guardian.
7. Centre staff who are not involved in the care of a client will have limited access to client information to the extent to which it is necessary to permit them to fulfill their roles.
8. Centre volunteers/students will not have access to client information written or verbal except on a need to know basis. Supervised university, college or professional students will have access to client information with parent permission at the discretion of the Supervisor.

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9. Physical ownership of client files is vested in the Nanaimo Neurological and Cerebral Palsy Association and final authority for access to or release of information rests with the Association.

10. Access to and release of information to parents:
 - Parents automatically receive copies of Centre generated reports.Requests for other information in the child's file may be subject to the Freedom of Information and Privacy Act, thus such a request is to be made in writing. Request is to be submitted to the Child Development Centre. The Program Director will review request and delegate as appropriate.

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CONFIDENTIALITY **STATEMENT OF UNDERSTANDING**

- I have read and understand the Child Development Centre's policy on access to and release of client information.
- I understand that all client information to which I may have access to or learn about through my employment or duties is considered to be privileged and confidential and is not to be communicated to anyone or divulged in any manner without the informed consent of the parent or legal guardian or where authorization is provided by legislation, e.g. Court Order or legislation, nor is such information to be distributed, altered, copied, interfered with, destroyed, or taken except upon authorization.
- I understand that compliance with confidentiality is a condition of my employment and continued attendance at the Centre and that failure to comply may result in discipline up to and including dismissal, in addition to legal action by the Centre and others.

Witnessed this _____ day of _____, 200__ by:

Name of Witness (please print)

**Name of Employee / Student /
Volunteer (please print)**

Address of Witness

Position

Signature of Witness

Signature of Employee / Student / Volunteer

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PLACEMENT

1.0 PURPOSE:

Placement of the volunteer within the Child Development Centre will take place as follows.

2.0 PROCEDURE:

1. Once the volunteer has chosen their preferred available voluntary position and the Volunteer Coordinator agrees that it is a good choice for their skills and experience, a meeting is arranged for the volunteer to talk directly with the staff supervisor for that position.
2. The purpose of this meeting is for the supervisor to determine whether the volunteer will be suitable for the position and for the volunteer to determine if they would like to take on the position offered.
3. If both the supervisor and the volunteer then wish to proceed with this particular position, the volunteer coordinator is to be informed and an induction process to be carried out.
4. Staff may complete a Volunteer Request Form and present to the Volunteer Coordinator for placement.

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Volunteer Request Form

Date of Request	Department	Department Contact

Position:
No. of people Required:
Times and Dates of Volunteer Job:

What Basic Skills are Required

Additional Information:

Position Filled By: _____

Date: _____

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INDUCTION

1.0 PURPOSE:

The volunteer will be oriented to their position within the Child Development Centre in the following manner:

2.0 PROCEDURE:

Once a volunteer has been placed in the position the volunteer's rights and responsibilities will be discussed with them and they are to be given:

- A copy of their job description
- An opportunity to read / review the policy and procedures manual
- Information sheets/Newsletter as necessary
- A membership form (if not already a member)

Volunteers are to then be given a tour of CDC's offices and introduced to all available members of staff. Staff to be informed to the volunteer's duties and whom they will be working with. The tour to include:

- Reception desk, including volunteer sign-in book, staff pigeonholes, mail services and fax machine;
- Safety Guide and emergency procedures;
- Break room and tea/coffee making facilities, use of dishwasher; refrigerator
- Photocopiers; and
- Washroom areas.

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PROBATION

1.0 PURPOSE:

All voluntary appointments are to be appraised after one month and then again at three months.

2.0 PROCEDURE:

All voluntary appointments are to be appraised after one month and then again at three months. If either the volunteer or the supervisor believe that the appointment is not working, either a new position may be found or the volunteer may be asked to wait until a suitable new position comes available.

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TRAINING

1.0 PURPOSE:

Adequate training will be provided to all volunteers within the Child Development Centre.

2.0 PROCEDURE:

1. Supervisors are expected to provide adequate training to enable their volunteers to carry out their duties. The supervisors are responsible for their volunteers while they are learning to use CDC equipment and must make themselves available to help when needed.
2. Volunteers are to be encouraged to develop and expand their personal skills to maintain and enhance CDC's effectiveness.
3. Volunteers who are working directly with children must attend our Volunteer Child-minding Workshops prior to placement. The Volunteer Coordinator will provide the dates and times to the volunteer.

RIGHTS and RESPONSIBILITIES

3.0 PURPOSE:

The following rights and responsibilities of the volunteers within the Child Development Centre are as follows:

4.0 PROCEDURE:

VOLUNTEER RIGHTS:

- Receive adequate information and a clear job description of what is expected and to understand why they are doing a task and how it fits into the broader program;
- Be assigned a suitable project, task or job and to say no to tasks they are unable to do, or would rather not do and to ask for a new job;
- To have on the job supervision provided by a designed staff member;
- Receive respect and support from their co-workers as well as recognition and feedback from their supervisor for their work;
- Be reimbursed for out of pocket expenses, providing prior approval is obtained with the supervisor;
- Be briefed on the broader aspects of CDC and discuss with their supervisor whether CDC is suited to them or whether they are suited to CDC;
- Request a reference from their supervisor when applying for a job, providing the volunteer has worked at CDC for a minimum period of three month;
- Provide feedback, suggestions and recommendations regarding their job or the wider program;
- Have access to dispute resolution procedures and to be supported through such a process;
- Have their personal details kept in a confidential manner
- Work in a safe and healthy environment

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VOLUNTEER RESPONSIBILITIES:

- Be reliable and commit, where possible, to regular day/s and time of work so tasks can be planned accordingly;
- Keep CDC informed of changes of address and phone numbers;
- Be responsible to and consult with their supervisor;
- To ask for support when needed;
- Agree to do job training necessary to carry out duties as stated in Position Description;
- Abide by any CDC policies regarding their work
- Appreciate and respect the confidential nature of information that may be acquired during course of duties;
- Discuss any grievances of problems with their supervisor. If they remain unresolved speak with the Volunteer Coordinator;
- Not to spend money or order goods on behalf of the CDC without prior approval;
- Notify their supervisor and the Volunteer Coordinator if they cannot make their shift as soon as possible. **Failure to do so will terminate the volunteer position.**
- Show enthusiasm, loyalty and belief in the work of the organization;
- Agree to work in a safe and healthy way and not jeopardize the health and safety of others;
- Inform CDC of any pre-existing medical conditions or special needs that CDC should be aware of that might effect the volunteer's ability to undertake certain tasks;
- Report any injury immediately to their supervisor;
- Not to smoke on the property.

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COMMITMENT TO VOLUNTEERS

1.0 PURPOSE:

All CDC staff will treat volunteers with respect and support.

2.0 PROCEDURE:

CDC recognizes that volunteers contribute a vast wealth of skills, knowledge and support towards the running of CDC. All CDC staff in return is to treat volunteers with respect and support. Staff is accountable for volunteers under their supervision and must be present while volunteers are in the building. No volunteer should ever be in the CDC offices unsupervised.

RECOGNITION OF VOLUNTEERS

1.0 PURPOSE:

:

2.0 PROCEDURE:

1. Volunteers are to be included, where possible, in all relevant staff meetings, discussions and celebrations.
2. Volunteers should be given every opportunity to develop their skills.
3. Long term volunteers (those who have provided regular voluntary assistance for more than six months) are to be included in staff functions and training whenever possible.

AWARDS AND ACKNOWLEDGEMENT

1.0 PURPOSE:

Volunteers will be acknowledged at various events and through various methods during their time with the child Development Centre.

2.0 PROCEDURE:

1. Volunteers who have provided long-term support to CDC will have their anniversaries acknowledged and celebrated at the Annual General Meeting.
2. Volunteers will have names and contributions acknowledged in “The Bear Facts” CDC Newsletter.
3. Volunteers will be invited to CDC events, meetings and Annual General Meeting whenever possible.

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DISMISSAL / RESIGNATION

1.0 PURPOSE:

Volunteers who do not adhere to the rules and procedures of the Child Development Centre may be subject to dismissal.

2.0 PROCEDURE:

DISMISSAL:

1. Volunteers who do not adhere to the rules and procedures of the Child Development Centre or who fail to satisfactorily perform their volunteer assignment, may be subject to dismissal.
2. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for possible dismissal with supervisory staff and the Executive Director. In the case of a chairperson, the Child Development Centre Board of Directors has the responsibility.

RESIGNATION:

1. Volunteers may resign from their volunteer service with the Child Development Centre at any time.